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Office of Court Administration Megan LaVoie, Administrative Director

JOB VACANCY NOTICE

Posting Date: July 6, 2023

Job Listing Identification Number: 00034334

State Job Title: License & Permit Specialist III

Agency Job Title: License, Permit & Exam Spec.

Monthly Salary: \$3,500.00 – \$4,244.34

Remarks: Salary commensurate with experience.

Closing Date: Until filled

State Class. No. and Pay Group: 0172/B16

FLSA Status: ☒ Exempt ☐ Non-Exempt

Location: Austin, TX

Type of Job: ☒ Full Time ☐ Part Time

Travel Required: ☒ Yes 5% ☐ No

Job Description:

The License and Permit Specialist III reports to the Judicial Branch Certification Commission (JBCC) Licensing Manager. Performs complex (journey-level) licensing and permitting work. Work involves receiving and reviewing license, permit, and exam applications; ensuring compliance with applicable policies, administrative codes, and statutes; communicating with external and internal customers; and approving licenses, permits and exams, for the Judicial Branch Certification Commission (JBCC). May provide guidance to others. Works under general supervision, with moderate latitude for the use of initiative and independent judgement. Telework options available, depending on business need.

Essential Job Functions:

- Reviews and evaluates applications for certification, registration, licensure, renewals, and upgrades; ensures applications are reviewed and processed timely into licensing systems (ALIS); ensures status of all applications can be readily ascertained.
- Maintains records associated with applications for certification and registration and completes necessary steps to approve or deny certifications and registrations.
- Assists in preparing correspondence, memos, and reports related to certification and registration activities.
- Assists in preparing and disseminating information regarding program laws, rules, policies, and division procedures to the public, government officials, and department staff.
- Responds to inquiries regarding rules, regulations, policies and procedures, performing research as needed.
- Responds to customers via phone and email for assistance with division issues within established timeframes.
- Assists with answering phone calls, routing incoming calls, taking messages, greeting visitors and directing visitors to the appropriate staff.
- Performs duties related to certification exams; serves as a proctor and registrar for any in-person exams for court interpreters and/or guardianship certification. This may include occasional travel to administer exams.
- Provides input for edits and updates to the Division forms, manuals and publications as needed.
- Performs related work as assigned and complies with all OCA and JBCC policies and procedures.
- Conducts background checks as needed for guardianship registration applicants. Must sign-in to DPS secure site at least one a month to prevent loss of access to the system.
- Maintain and process guardianship registrations via bulk reports for various countries. Add new

counties to bulk report as warranted.

Minimum Qualifications:

- Graduation from an accredited four-year college or university; may substitute four years of relevant experience for required education on a year for year basis.
- Two additional years of experience performing administrative support or other experience related to licensing and permitting.
- Experience with Microsoft Office Suite, including MS Word, MS Excel, and MS Outlook.

Preferred Qualifications:

- Experience in a regulatory environment.
- Experience delivering excellent customer service.
- Experience interpreting and explaining agency laws, rules, policies and procedures in a clear and concise manner.
- Bilingual (English/Spanish)

Employment Conditions:

- Must sit for extended periods of time.
- May talk on phone an extended period of time.
- Performs repetitive motion data entry.
- Operate office equipment and computer systems.

Note:

The following Military Occupation Specialty (MOS) codes are generally applicable to this position. Applicants must fully complete the summary of military experience applicable to the position to determine if minimum qualifications are met: SN, 360 0111, 3A1X1, 01, 3A. Additional Military Crosswalk information can be accessed at https://hr.sao.texas.gov/Compensation/MilitaryCrosswalk/MOSC_AdministrativeSupport.pdf.

To Apply:

All applications for employment with the Office of Court Administration may be submitted electronically through [CAPPS Careers](#) and can be viewed on www.WorkinTexas.com. Interested candidates may also email a completed [State of Texas application](#) to OCACareers@txcourts.gov. Applications must be complete, including start and end dates of work experiences. Following a screening of applications, interviews of qualified applicants who have submitted a completed state application will be scheduled. Only applicants interviewed will be notified of their selection or non-selection.

An applicant's response to the question regarding Former Foster Youth on the state application is optional if you are applying for employment with the Office of Court Administration.

The Office of Court Administration is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age or disability in employment or in the provision of services. In compliance with the Americans with Disabilities Act, any request for reasonable accommodations needed during the application process should be communicated to Human Resources. 1-800-RELAY TX (for hearing impaired).

The Office of Court Administration participates in E-Verify and will provide the Social Security Administration, and, if necessary, the Department of Homeland Security, with information from each new employee's Form I-9 to confirm work authorization. Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.